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TRANSIENT AIRCRAFT MAINTENANCE
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TRANSIENT AIRCRAFT MAINTENANCE DESCRIPTION OF SERVICES

J1. Overview. The SP shall perform transient aircraft services to include transient alert control, arrival services, processing services and departure services IAW commercial procedures and practices and AFTOs, regulations and instructions as described in this SOW. The SP shall perform specific tasks within the time frames established to meet transient aircraft arrival, processing and departure schedules. Base Operations (Base Ops) will establish the order of priority in which the aircraft will be serviced when servicing conflicts arise. Employees performing transient aircraft services must have current and valid professional aircraft maintenance certifications which validate knowledge of aircraft practices and procedures. Experience with aircraft in the current U.S. inventory recommended. Formal training in AF Aircraft Maintenance training courses such as: Maintenance Qualification Training Program (Aircraft Helper); Transition/En-Route Course; Air Force Aircraft Maintenance Specialist Course; or their civilian equivalents shall be completed. Alternatively, individuals who possess an appropriate FAA Certification or an Airframe and Power Plant license are considered to be qualified. The SP is responsible for maintaining employee qualifications and providing annual training and certifications for new employees to perform aircraft services. Records of training, licenses, qualifications and certifications shall be maintained by the SP and made available to the government upon request. The SP will ensure assigned personnel are qualified and certified to sign off AFTO Form 781A Red X, IN Accordance With (IAW) Air Force Technical Orders (AFTO) and Air Force Instructions (AFI).

J2. Transient Alert Control. The SP shall dispatch personnel to prepare for aircraft arrival and departure when requested and ensures coordination with Base Ops for fuel delivery IAW applicable aircraft refuel/defuel TOs, job guides and checklists. See J-TE-1, Items SDSJ01 and SDSJ02. The SP shall be on call on a 24hour/7 day per week basis. Normal duty hours shall be 6:30 A.M – 8:30 P.M., Monday thru Saturday; 7:00 A.M. – 7:00 P.M. on Sunday.

J2.1 Coordinations. The SP shall establish a transient alert control system that coordinates parking locations, and maintenance or service requirements with Base Ops and Maintenance Coordination Center (MCC) to ensure timely arrival of maintenance specialists or parts and materials when required. The SP shall coordinate all towing of aircraft with Tower and Base Ops.

J2.2 Notifications. The SP shall notify Base Ops and MCC of changes in aircraft status and when aircraft are ready for flight crew.

J3 Arrival Services.

J3.1 Preparation. The SP shall perform pre-arrival preparation to include, but not limited to, removing Foreign Object Debris/Damage (FOD) from transient alert parking and work areas. Prior to aircraft arrival, pre-positioned fire extinguisher, ladders, chocks, boarding ramps, ground wires, and all support equipment shall be in position. See J-TE-1, Item SDSJ03.

J3.2 Meet Aircraft. The SP shall meet transient aircraft upon arrival in “FOLLOW ME” vehicle at the designated taxiway prior to the aircraft turning off the runway and lead the aircraft into the assigned parking spot.

J3.3 Marshall Aircraft. The SP shall provide personnel certified to marshal the aircraft IAW applicable directives and ensure they are in position to meet the aircraft at the assigned parking spot upon aircraft arrival. The SP shall account for all marshalling equipment IAW AFI 21-101, *Aircraft Equipment Maintenance Management*, Chapter 15.

J3.4 Park Aircraft. The SP shall park transient aircraft IAW applicable guide to include, but not limited to wheel chocks, gear lock pins, egress and safety pins (as required), and checking for hot brakes. For aircraft containing explosive devices, such as egress, jettison, and flare systems, the SP shall ensure aircraft commander documents that all systems are made safe. The SP shall ensure aircraft commander properly documents locations of explosive devices, safety devices and precautions to be observed. The SP shall properly annotate applicable forms.

J3.5 Ground Aircraft. The SP shall ground aircraft IAW TO 00-25-172, Section III.

J3.6 **Debrief Aircrew.** The SP shall debrief the aircraft commander on aircraft status and service requirements and jointly document all discrepancies IAW AFI 21-101, and T.O. 00-20-5, *Aerospace Vehicle Inspection and Documentation*.

J3.7 **Chutes.** The SP shall retrieve deployed deceleration chutes, secure deployed chutes in travel pods or designated storage areas (repacked spare chutes should be in the same compartment). The SP shall inspect for foreign objects and assist aircrew in installing repacked chutes if necessary.

J3.8 **Support Equipment.** The SP shall connect and operate support equipment as required by applicable aircraft T.O.s or commercial practices in the absence of T.O. guidance. The SP shall inspect for FOD and install pitot, inlet and exhaust covers as required by applicable aircraft T.O.s. On applicable aircraft, the SP shall check for hydrazine leaks and notify the fire department, Base Ops, Bio-environmental Engineering and Public Health when hydrazine leaks are discovered.

J4 **Processing Services.** The SP shall perform processing turn-around inspection services on all transient aircraft as directed by the aircraft commander and initiate proper documentation for reimbursement if applicable. The SP shall perform all servicing actions included on the aircraft checklists and complete all aircraft forms documentation IAW applicable TOs. See J-TE-1, Items SDSJ04 and SDSJ07.

J5 **Departure Services.** The SP shall perform departure services required by the aircraft checklists, perform end of runway IAW TO 00-20-5 Chapter 2, paragraph 2-4, inspect parking/work area(s) for FOD, and remove all support equipment from the parking area.

J6 **Emergency and Contingency Services.** The SP shall provide services in response to emergency and contingency situations, to include but not limited to accident and rescue operations, civil disturbances, natural disasters and military peacetime and wartime contingency operations or exercises. The SP shall respond to actual emergencies IAW special disaster preparedness plans as directed by checklists or the ACO, or requested by Command Post, Base Ops or MCC. Base Ops will establish priorities in the activation or exercise of multiple contingency plans generating conflicting support requirements. These services are not included in the firm fixed price but will be reimbursed under the labor-hour CLIN.. See J-TE-1, Item SDSJ09.

J6.1 The SP shall be directed by Base Ops on required actions when emergencies arise on runway/taxiways. For Example: towing of disabled aircraft, or use of a "FOLLOW ME" vehicle for control tower radio contact to lead emergency teams to disabled aircraft.

J6.2 Aircraft hi-jack or unauthorized aircraft landing incidents or exercises. The SP shall block accesses to runways and taxiways as directed by Base Ops.

J6.3 Disaster Preparedness Plan. The SP shall tow transient aircraft and equipment from the affected areas of disaster and leave the area until the all clear signal is given. When the SP is directed to clear the area, the SP will not be held liable for delays caused by the exercise.

J7 **Program Management.** The SP shall perform program management functions including but not limited to the following: maintaining a custodial equipment file, performing daily use inspection for all vehicles and support equipment, monitoring the delivery and pick up of aerospace ground equipment in the transient alert area, for compliance with required inspections and repairs, obtaining necessary parts for transient aircraft by coordinating with Base Ops and the MCC; maintaining a log of all arrivals and departures to include, as a minimum, the number of arrivals/departures per day, totaled for each month, and T.O. 00-20-5 Chapter 1, para. 12, 1-4, T.O. 00-20-1 Chapter 1, para. 6-2 thru 6-4).. A record of arrivals/departures shall specify aircraft by type and time of day of arrival and departure. The AF Form 861 shall be used to record this information IAW J-TE-3, Item J01. (see T.O. 00-20-5, Ch. 1, para. 12.8); assure compliance with the FOD and Dropped Object Prevention Programs. The SP manager is designated as FOD Monitor. (NOTE: Procedures for ensuring an effective FOD program shall be specified in the SP's quality control plan.) The SP manager or designated representative shall attend all base FOD meetings. The SP shall assure tasks and programs comply with the applicable safety directives (AFOSH 91-100V & 91-301). The SP shall maintain a positive tool and equipment control program IAW AFI 21-101/AFRC Sup 1, Chapter 13, to preclude tools and equipment being left in or around aircraft. The SP shall ensure all tools are marked to readily identify them as the SP's equipment. See J-TE-1, Item SDSJ06.

J8 Manning Levels. The SP shall provide sufficient manning to ensure quality and timely services. The SP shall be able to simultaneously provide transient aircraft launch, recovery or process service on all requesting aircraft within specified time limits. Contingency or exercise operations may require increased manning to meet operational requirements. The SP shall be available during normal duty hours within 30 minutes to meet on the installation with government personnel to discuss problem areas. After normal duty hours, the SP shall be available to meet with the government onsite within 2 hours.

J9 Other Services. The SP shall ensure chocks remain in serviceable condition. The SP shall inspect Liquid Oxygen (LOX) cart and check AFTO Form 244 prior to use by transient aircraft services to assure serviceability IAW T.O. 37C2-8-25-3. The SP shall pick up and return the LOX cart used by transient aircraft services to the LOX plant or ready line as designated by wing LG. The SP shall request the refilling of LOX carts through MCC. The SP shall maintain and repair ground wires IAW T.O. 00-25-172, Ch. III, para. 3.9. The SP shall reposition equipment to and from the fire department, Aircraft Ground Equipment (AGE), AGE Equipment Pool and Aircraft Parking area to support Transient Aircraft Services.

J-TE-1
SERVICE DELIVERY SUMMARY

SDS#	<u>Performance Objective</u>	<u>SOW Ref</u>	<u>Performance Threshold</u>
SDSJ01	Transient alert personnel are in position to meet aircraft	J2	Personnel are positioned to meet 100% of aircraft touchdown NLT 5 minutes prior to scheduled arrival
SDSJ02	Transient alert personnel are in position for aircraft departure	J2	Personnel are positioned for aircraft departure NLT 30 minutes prior to aircrew arrival for at least 95% of departures
SDSJ03	Aircraft parking spot is FOD free	J3.1	Aircraft parking spots are FOD free for 100% of aircraft parked
SDSJ04	Aircraft processing services for departure	J4	All required aircraft processing services are accomplished prior to aircrew arrival and meet customer requirements for 100% of aircraft serviced
SDSJ05	Aircraft services for departure	J5	All required aircraft departure services are accomplished NLT 30 minutes prior to aircrew arrival for 100% of departures
SDSJ06	Management: Operate an effective Aircraft Services Management system to ensure all tasks and programs are successful and completed within a timely manner.	J7	No more than 1 unacceptable service, to include quality assurance inspections and valid customer complaints within a 30-day period for unsuccessful tasks or programs.
SDSJ07	Arrival, Processes, and Departure: Perform all transient aircraft services in a safe and timely manner.	J3 - J5	No more than 2 unacceptable services, to include valid customer complaints and quality assurance evaluations, within a 30-day period.
SDSJ08	Meet Scheduled Mission Take-off Times	J5	No unacceptable services per month.
SDSJ09	Emergency Services: Provided emergency services within standards and time limits.	J6	No unacceptable services per month.
SDSJ10	Environmental Compliance: Comply with all Federal, State, Local, and base Environmental Laws, Regulations and Instructions.	A14.1	0 Notices of Violation

J-TE-2
WORKLOAD ESTIMATES

WORKLOAD ESTIMATES: The average workload will be 60 aircraft per month. The heaviest activity will normally occur between 1000 and 1400 hours Monday through Friday. (NORMAL HEAVY PEAK 0900 -1600 HOURS) NOTE: In determining the number of transient aircraft per month, the count is based on arrivals only. Therefore, any aircraft which does not depart the same day it arrives, has already been counted once and shall not be counted again.

Date	727	737	747	757	B-52	C-5	C-17	C-130	C-141	KC-130	KC-135	L1011	Total
Jan-01	3	1				6	2	18	4	10	25		69
Feb-01	4			4		3	5	10	6	29	24	7	92
Mar-01	2					10		11	1	9	22		55
Apr-01						4		14	6	19	15	1	59
May-01						1	3	12	1	42	27		86
Jun-01							1	7	1		11		20
Jul-01						1	1	19	1	1	11	4	38
Aug-01				1		6		2	1	6	14	8	38
Sep-01	2		4	3		7		2	3	2	15	4	42
Oct-01						2		6	6	6	14		34
Nov-01			1			13	1			3	7		25
Dec-01			1			6		2	1	18	18	1	47
Total	11	1	6	8	0	59	13	103	31	145	203	25	605

J-TE-3
DATA DELIVERIES

The SP shall submit all required reports shown below using the complete mailing address (referenced by number) in the chart following the required report information.

<u>Item #</u>	<u>Report Title</u>	<u>Submit To</u>	<u>Freq</u>	<u>Contract Reference/Directive</u>
J01	AF Form 861, Base Transient Job Control Number Register	QAE	Monthly	J7
AF Form 861, completed for each transient aircraft during the month, consolidated, and submitted to the QAE NLT 2 nd workday of the next month. Prepare IAW AFI 21-101.				

QAE Address:

452 OSS/QAE 2645 Graeber Street, Suite 7, Bldg 1220 March ARB, CA 92518-2332
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J-TE-4
GOVERNMENT-FURNISHED ITEMS

J-TE-4a: Government Furnished Facilities			
Bldg	Room	Description	Approx Sq Ft
385		Latrine (Joint Use)	
385	66	Storage Area	450
385	67	Office Area and Classroom	320

J-TE-4b: Government Furnished Equipment			
Name	Description	Serial Number	Qty
Base	Station, Radio	2-22CFJ0031	1
Cart	M32A-95 Pneumatic Air	RZ00856	1
Flashlight	JOINT USE	122641	1
Generator Set	W/DC Power Pack A/M 32A-86A	KZ01681DG17 KZ02382DG11 KZ02387DG05	3
Radio	#1 Follow Me Truck	240FCJ343	1
Radio	#2 Follow Me Truck	420FCJ436	1
Ramp	Truck DV (Joint Use)		1
Stand	B-1 Aircraft Maintenance	47R16420	1
Stand	B-4 Aircraft Maintenance	J4J6345R	2
Stand	B-5 Aircraft Maintenance	4903	1
Trailer	Gaseous Low/Hi Pressure Oxygen	9145	1
Trailer	Liquid Oxygen		1
Wand	JOINT USE	117683 119142 119980 125115	4

Additional Equipment (Joint Use)	
Name	Description
Air Conditioner	MA3
Bar	Aircraft Row (Type as Applicable)
Cart	MA1A Pneumatic Air
Cart	NF2 Light
Compressor	MC-1A High Pack Air
Extinguisher	Fire
Generator Set	W/DC Power Pack A/M 32A-86A
Heater	H-1
Ladder	Flight Aircraft Boarding (D/V Ramp)
Stand	B-1 Aircraft Maintenance
Stand	B-4 Aircraft Maintenance
Stand	B-5 Aircraft Maintenance
Tie Down	Aircraft Equipment
Trailer	High Pressure Gaseous Oxygen
Trailer	Liquid Nitrogen
Trailer	Liquid Oxygen
Trailer	Low Pressure Gaseous Oxygen
Vehicle	Tow (Type as Applicable)

H-TE-4c: Government Furnished Equipment (Special Conditions)		
Name	Description	Qty
Box	Rollaway Tool	1
Cabinet	5 Drawer File	1
Chair		6
Chocks	Aircraft, Small	50
Chocks	Aircraft, Medium	21
Credenza		1
Desk		3
Desk	Computer	1
Lockers	Double	5
Lockers	Single	8
Table	Small	1
Table	Large	2

J-TE-4d: Government Furnished ADPE. N/A

J-TE-4e: Government Furnished Telephones		
Bldg	# of Lines	# of Instruments
385	3	3

Monitor
CPU
Printer

J-TE-5: Technical Acronyms/Definitions			
Base Ops	Base Operations	FOD	Foreign Object Damage/Debris
ER	Exceptional Releases	MCC	Maintenance Coordination Center

ARRIVAL SERVICES. Services required to prepare for and properly park transient aircraft in an assigned parking area.

DEPARTURE SERVICES. Services required to assist the aircraft commander with launch procedures and return support equipment to the proper storage area.

FALLING/DROPPED) OBJECT PREVENTION/FALLING/DROPPED OBJECTS (FOP/FO OR DOP/DO). The loss of any aircraft component, part or equipment either in-flight or on the ground.

FOD (FOREIGN OBJECT DAMAGE/DEBRIS). A term commonly used to describe objects which if not removed from within or around aircraft cause, or have potential to cause, internal or external damage to aircraft

MAJOR/MINOR INSPECTION (EQUIPMENT). Pertains to vehicles and support equipment and is delineated in the technical order for each individual item of equipment.

PROCESSING SERVICES. Services required to prepare transient aircraft to continue the mission safely.

TRANSIENT AIRCRAFT. Any aircraft with a serial number not assigned to 452nd Maintenance Squadron.

TRANSIENT AIRCRAFT MANAGEMENT AND CONTROL. These services apply to management, control and preparation for aircraft arrivals.